

Motorola Solutions Technical Notification (MTN)

TITLE: Introducing Microsoft Edge (Chromium Edition) as the additional browser on K-Core Clients, limited for applications unsupported by IE 11.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

- Application incompatibility between IE 11 and Fortinet WebGUI

MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:

ASTRO K-Core system releases 2020.x

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if any of the symptoms above are true.

ROOT CAUSE / DEFINITIVE TEST:

- Fortinet WebGUI performs requires a newer web browser to use certain features.

CORRECTIVE ACTIONS:

- Install updated Supplemental Media on NM Client using the Windows Supplemental Configuration Setup Guide.
- Apply device-specific settings from the Windows Supplemental media using the Windows Supplemental Configuration Setup Guide.

RESOLUTIONS AND REPAIR PROCEDURES:

- N/A at this time.

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PARTS REQUIRED (HARDWARE/SOFTWARE):

- UEM - KC877V0AW000200105 or later
- Supplemental Media
 - Windows Supplemental Full Config - KC877V087000200107 or later
 - Windows Supplemental Trans Config - KC877V088000200107 or later

ADDITIONAL INFORMATION:

- **K Core** - Only customer designated K-Core Client are certified to run the Edge Browser
- **NOTICE:** Edge Browser is certified for use with the Fortinet WebGUI. All other ASTRO web interfaces and products still only support IE11.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

- Windows Supplemental Configuration Setup Guide

WHEN TO APPLY RESOLUTION:

When symptoms are observed.

LABOR ALLOWANCE:

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For assistance with this bulletin please contact your MSI Technical support center
https://www.motorolasolutions.com/en_us/support.html



Motorola Solutions Software Factory

Software Order Form

Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____
System ID _____
System Name _____
Customer
Name _____

Case Number _____
Site ID _____
Site Name _____

Form
Completed by _____
Organization _____
Phone
Number _____
Pager
Number _____
Fax Number _____

Field Contact _____
Organization _____
Phone Number _____
Pager Number _____
Fax Number _____

SECTION 2: Order Information

Product Type: _____

Serial Number _____

Reason for Software / Hardware Change:
Downgrade? If so, list current and target releases.

Software / Hardware Description:

Part # or Version #

Quantity

Date Required

SECTION 3: Shipping / Billing Information

Ship To:

Email:

Attn:

Phone:

Bill To:

Attn:

Phone:

Customer Billing

P.O. #:

CUST #:

TAG #:

Internal Billing

PROJECT #:

FSB #:

DEPT #:

APC #:

Software Order Form

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory Team*.
- Please fill out the order form and email back to the *Motorola Solutions Software Factory Team*
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
